



Office Management Clerk

An opportunity is available to work as an Office Management Clerk within the Front Office at the U.S. Embassy, Canberra.

Salary: US\$35,753 p.a.
Hours: 40hrs/week, Monday to Friday.

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of High School Diploma is required.
2. Minimum of one year administrative/clerical and customer service experience is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Basic knowledge of standard office procedures and practices including file management is required.
5. Must have a commitment to superior customer service, good interpersonal skills, demonstrated ability in exercising good judgment, acting with discretion and handling stressful situations.
6. Must be proficient with MS Office Suite computer applications including Word, Excel and Outlook. Ability to type 40wpm is required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by C.O.B **MARCH 8, 2011**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE: OFFICE MANAGEMENT CLERK**POSITION GRADE FP-6
(STARTING SALARY US\$35,753)**

DUTIES AND RESPONSIBILITIES**Basic Function of the Position**

The incumbent serves as the Office Management Clerk in the Front Office and reports to the Ambassador's OMS. The Office Management Clerk provides the full range of administrative and secretarial support to the Office of the Ambassador and is responsible for managing briefing memos, invitations, and correspondence for the Ambassador.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Prue Fuller at (02) 6214 5778.

Major Duties and Responsibilities

- Serves as the point of contact for all briefing materials for the Ambassador.
- Tracks, formats and finalizes briefing memos, action memos and speeches.
- Coordinates with other sections, agencies and posts to ensure that written materials for the Ambassador are delivered on time.
- Serves as the point of contact when other sections have questions about materials they have been asked to prepare, and actively engages with other offices to ensure that they understand Front Office expectations and requirements.
- Formats and finalizes briefing papers, memos and speeches to ensure that they are uniform and free of errors.
- Manages various Front Office tracking databases, which are used to keep track of all invitations and paperwork flowing to and from the Front Office.
- Receives, reviews and logs all incoming correspondence to the Front Office. Sorts mail in order of priority, flags information of particular interest, keeps track of deadlines and follows up where necessary.
- Forwards correspondence to other sections for action where appropriate and tracks items sent to other offices and Consulates.
- Prepares Ambassador's invitation book. RSVPs for Ambassador's events, and assists the Ambassador's OMS and Staff Assistant in coordinating related briefing materials.
- Maintains Ambassador's event calendar.
- Assists with correspondence process when necessary including typing of letters, telegrams, memoranda, Diplomatic notes and reports.
- Forwards and follows-up on visa-related correspondence and inquiries.

- Serves as the office receptionist, receiving and logging incoming telephone calls, handling as many as possible personally.
- Meets, greets and escorts visitors.
- Serves as assistant to Front Office staff on special events, which involves liaising with other offices in the Embassy as required. Such events include the annual 4th of July festivities and the Consul General conferences.
- Serves as the primary back up to the Ambassador's OMS and DCM's OMS.
- Assists the Protocol Assistant and Staff Assistant.
- Assists the Ambassador's OMS and DCM's OMS with organizing and planning Ambassadorial and DCM travel.
- Prepares and tracks travel and representation vouchers.
- Prepares work orders and places service calls for repairs to office equipment.
- Ensures that office supplies are kept well-stocked and organized
- Serves as the backup Time and Attendance (T&A) reporter
- Provides other clerical, administrative, and filing support as assigned.
- Completes other duties as assigned.
- When necessary, overtime will be required.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of High School Diploma is required.
2. Minimum of one year administrative/clerical and customer service experience is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Basic knowledge of standard office procedures and practices including file management is required.
5. Must have a commitment to superior customer service, good interpersonal skills, demonstrated ability in exercising good judgment, acting with discretion and handling stressful situations.
6. Must be proficient with MS Office Suite computer applications including Word, Excel and Outlook. Ability to type 40wpm is required.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS WITH 12 MONTHS VALIDITY TO BE ELIGIBLE FOR CONSIDERATION.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Secret security clearance.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS C.O.B MARCH 8, 2011

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

APPENDIX

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the

U.S. Government (include their Name, Relationship, & Agency, Position, Location)

N. U.S. Eligible Family Member and Veterans Hiring Preference

O. Education

P. License, Skills, Training, Membership, & Recognition

Q. Language Skills

R. Work Experience

S. References